



Consumer Participation in the PATH Program

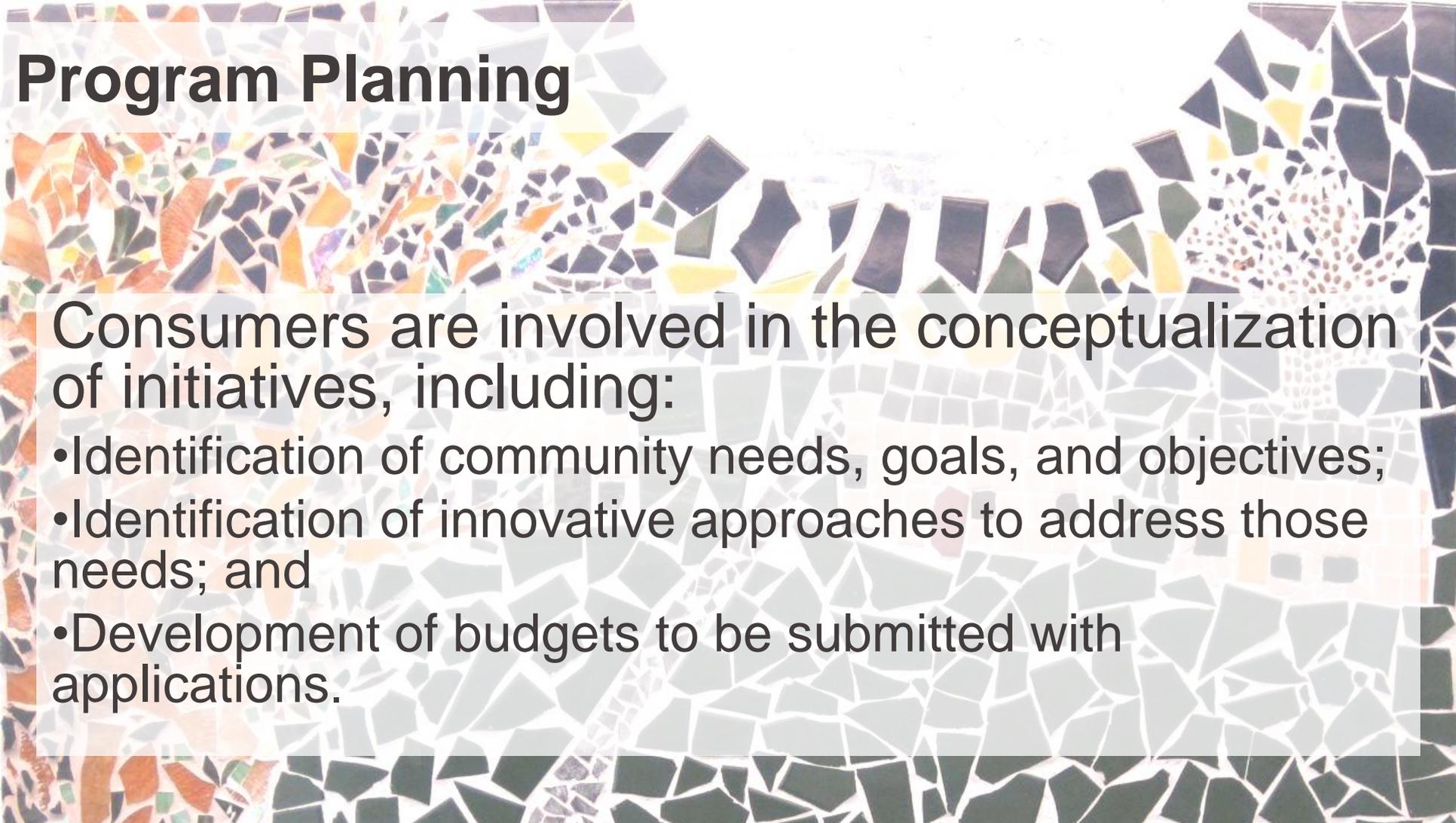
**PATH Consumer
Provider Network
(PCPN)**

Mission Statement

The organization's mission reflects the value of involving consumers.

The stated value demonstrates why meaningful participation is important to the organization, how it improves outcomes, and generally how it is accomplished.

Program Planning



Consumers are involved in the conceptualization of initiatives, including:

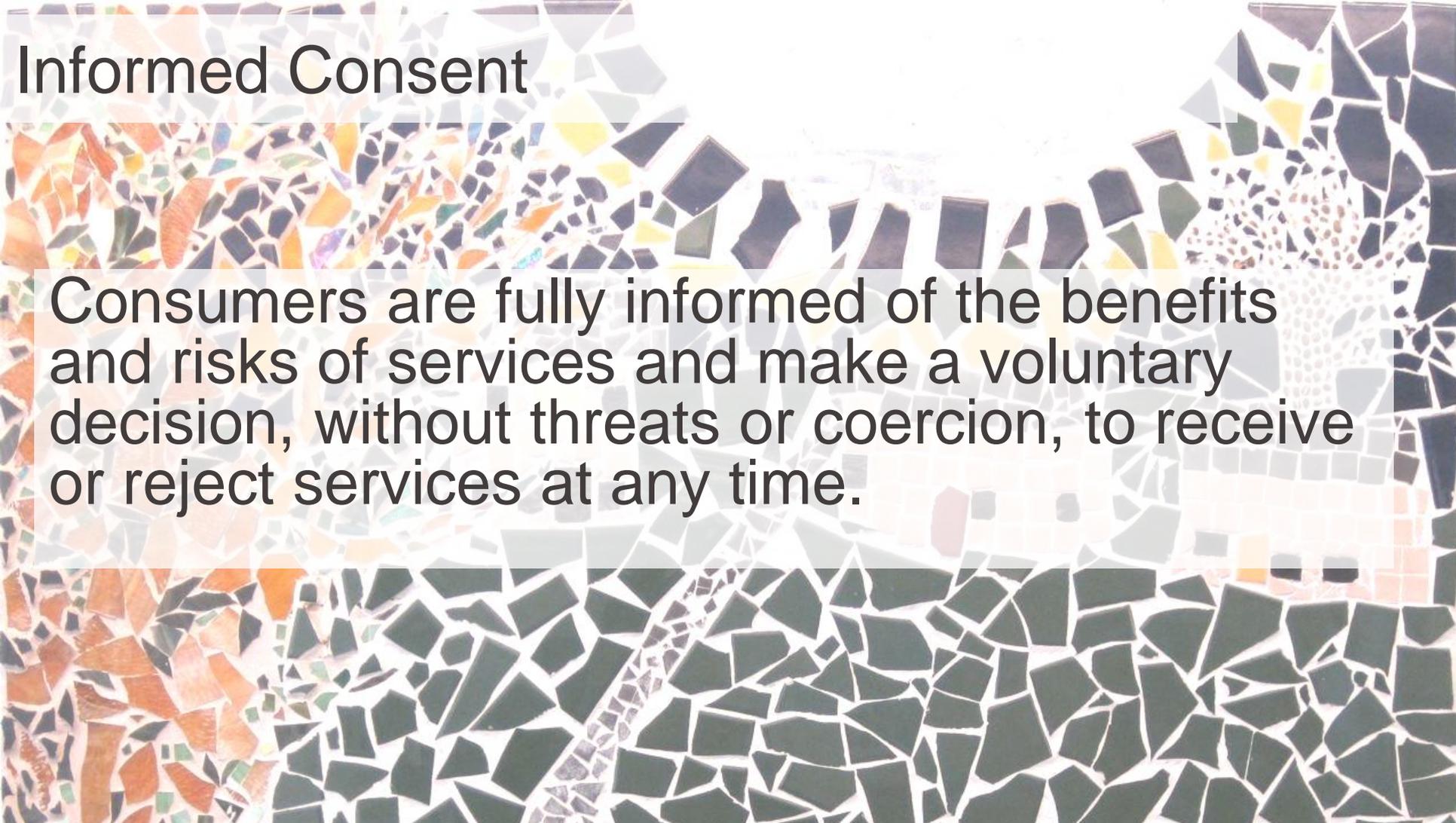
- Identification of community needs, goals, and objectives;
- Identification of innovative approaches to address those needs; and
- Development of budgets to be submitted with applications.

Training and Staffing

The organization staff has substantive training in consumer-related issues and programs, including innovative approaches developed by consumer leaders.

The initiative is staffed with people who are consumers. Such staff are paid commensurate with their work and in parity with other staff.

Informed Consent



Consumers are fully informed of the benefits and risks of services and make a voluntary decision, without threats or coercion, to receive or reject services at any time.

Rights Protection

Consumers are fully informed of all of their rights including those related to:

- Information disclosure
- Choice of providers and plans
- Access to emergency services
- Participation in treatment decisions
- Respect and non-discrimination
- Confidentiality of health care information
- Complaints and appeals
- Consumer responsibilities

Program Administration, Governance and Policy Determination

Consumers are hired in management roles to provide oversight and guidance.

Consumers sit on all Boards of Directors, Steering Committees and Advisory bodies in meaningful numbers. Such members are fully trained and compensated for their activities.

Program Evaluation

Consumers are integrally involved in designing and carrying out all research and program evaluation activities including:

- Determining research questions
- Adapting/selecting data collection instruments and methodologies
- Conducting surveys
- Analyzing data
- Writing/submitting journal articles.

Questions

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<http://PATHProgram.samhsa.gov>



Artwork titled *The Road Home* by
Baltimore Healthcare for the
Homeless *Art Expressions Group*